

# **Idaho Training Class and Instructor Approval Guidelines for Water and Wastewater Training Providers**



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**Department of Environmental Quality  
Water Quality Division  
Water and Wastewater Operator Certification and Training Programs  
1410 N. Hilton Street  
Boise, ID 83706**

# Idaho Training Class and Instructor Approval Guidelines for Water and Wastewater Operators

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# DEQ Relevancy Work Group

These guidelines are the results of the Department of Environmental Quality (DEQ) and stakeholder efforts to address federal and state requirements for water and wastewater operator training relevancy issues. DEQ appointed a Relevancy Work Group in late 2000 to assist with guideline development. The group worked on guidelines that evolved from a document focused solely on training relevancy issues to one that deals with the broader issues regarding continuing education and training needs for training providers and operators. The DEQ Relevancy Work Group has continued to provide creative ideas and sound editorial feedback at every stage of development. Our thanks are extended to the following individuals that helped prepare and finalize these publications.

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# **Idaho Training Class and Instructor Approval Guidelines For Water and Wastewater Training Providers**

## **Preface**

*The Idaho Training Class and Instructor Approval Guidelines for Water and Wastewater Training Providers* is a publication of the Idaho Department of Environmental Quality (DEQ), State Office Water Quality Division, Operator Certification and Training Programs. This document is intended to supplement the Idaho Rules for Public Drinking Water Systems, Drinking Water Operator Certification Rules (IDAPA 58.01.08. Sections 003 and 553-562) and the Idaho Water Quality Standards and Wastewater Treatment Requirements, Wastewater Operator Certification Rules (IDAPA 58.01.02. Sections 003 and 403 - 413).

These guidelines began with an exclusive focus on training relevancy issues and have been expanded to include all other continuing education requirements that training providers might need to know to successfully sponsor and deliver approved water or wastewater training to operators in Idaho. A separate publication outlining the continuing education requirements for operators is also available from the Department of Environmental Quality (DEQ) under the title, "*Idaho Water and Wastewater Operator Training and Continuing Education Reference Guide.*"

## **Section 1: Introduction**

### **1.1 Introduction**

Each certified water and wastewater operator is required to earn a minimum number of approved continuing education units (CEUs) during each certification renewal cycle to keep certificates valid. The requirements for maintaining a valid certificate are specified for water operators in the Idaho Rules for Public Drinking Water Systems (IDAPA 58.01.08.003 and 553-562) and for wastewater operators in the Water Quality Standards and Wastewater Treatment Requirements (IDAPA 58.01.02.003 and 403-413).

In order to meet the water operator or wastewater operator continuing education requirement professional growth training must be pre-approved for class content, instructor(s), and relevancy. Pre-approval of class, instructor and relevancy determines the type and number of CEUs assigned to each class. CEUs must be assigned prior to a

class being held so each operator knows the approval status and CEU status before attending a class. NOTE: Pre-approval MUST be given on BOTH the training class and the instructor not either/or before CEUs will be assigned to a class and for the CEUs to count toward the professional growth requirement. Training approvals and CEU assignment CANNOT be obtained separately for a training class and the instructor(s) of that class. Every application for a training class must include the complete "Application for Approval of Water or Wastewater Operator Training" (Application Packet) located in the appendix of this document, which includes information pertinent to the class content, relevancy, curriculum and the instructor's credentials. Incomplete application submittals will be denied and returned to the training provider.

These training provider guidelines apply to every style of training available, including but not limited to, traditional classroom training, hands-on training, demonstration style training or the variety of alternative education styles such as on-line classes or correspondence classes. Every class that originates, is developed or is held in-state must go through the same submittal and approval process, which is outlined in Sections 3, 4 and 5. For classes originating out of state go directly to Section 6.

## **1.2 Purpose**

The purpose of these guidelines is to expedite the training approval process for training providers through clear, precise, and established approval protocol so the providers can promote consistent and quality training opportunities for certified water and wastewater operators in Idaho.

## **1.3 Contacts**

Direct questions regarding these guidelines to the DEQ Water and Wastewater Operator Training Coordinator:

Ms. Nancy Bowser  
DEQ Water and Wastewater Operator Training Coordinator  
1410 N. Hilton, Boise, Idaho 83706  
Telephone: 208-373-0406; Fax: 208-373-0576; Email: [nbowser@deq.state.id.us](mailto:nbowser@deq.state.id.us)

Direct questions regarding the submittal or evaluation of training class and instructor evaluation applications to the DEQ Continuing Education Unit (CEU) Director:

Ms. Rebecca Goehring, CEU Director  
1410 N. Hilton, Boise, Idaho 83706  
Telephone: 208-373-0281  
Fax: 208-373-0143; Email: [rgoehrin@deq.state.id.us](mailto:rgoehrin@deq.state.id.us)

## Section 2: Operator Certification Professional Growth Training Requirements

A training provider should be acquainted with the training requirements and key dates operators are required to comply with, to most effectively meet the operators' needs and schedule training at the best times and locations to help operators prepare for examinations and meet certification renewal deadlines.

### 2.1 Continuing Education Units

Continuing education units (CEUs) is how credits are measured. Each hour of contact time is worth one-tenth (0.1) CEU. Contact time does not include introductions, breaks, membership or Board meetings, organization promotional sessions or any other non-educational contact time that may be added to a training class.

#### 2.1.1 Three Different Types of CEUs

The three different types of CEU designations for water/wastewater operator training are:

- ◆ *water* CEUs, or
- ◆ *wastewater* CEUs, or
- ◆ *water/wastewater (dual)* CEUs.

When applying to have a training class approved for CEU credit, a training provider must identify which type of CEU they are requesting for that training class. The CEU Director will review the application including the training provider's recommendation for CEU type and then make a determination as to the best type of CEU to assign to the training class. The CEU Director's training approval will include assignment of ONLY one type of CEU per training class.

#### 2.1.2 Significance of CEU Type

The drinking water operator certification rules, Section 558, does not allow CEUs earned for training specific to drinking water to be used for renewal of a wastewater certificate. Likewise, the wastewater operator certification rules, Section 409.09, does not allow CEUs earned for training specific to wastewater to be used toward the renewal of a water certificate. Training classes qualifying for the water/wastewater designation are eligible for either water or wastewater certificate renewal and as such may be considered "dual CEUs."

## **2.2 Training Requirements for Water and Wastewater Operators**

A minimum amount of approved professional growth training is required for certified operators to renew their certificates. Training providers should be aware that the renewal deadline is March 1, therefore, training completed in February will have the added challenge of having to get signed certificates of completed CEUs to the students in time for them to turn them in with their renewal applications. Students need to have their CEU certificates by February 28 (29). Providers may want to avoid scheduling classes during the last week of February if issuing CEU certificates in such a short time will be problematic.

The next three sections describe the details of the required training.

### **2.2.1 General Training Requirements for both Water and Wastewater Operators**

Every certified operator is required to take professional growth training during each certification and professional growth training cycle to maintain a valid certificate. To renew a water or wastewater certificate, the operator must earn, and provide proof having earned, the required number of approved CEUs. It is the responsibility of the individual operator to keep the original CEU certificates issued to him/her by each training provider. The training provider's responsibility is to give or send the original CEU certificate ONLY to the student completing the training class, not to the student's employer, the CEU Director, or any other person or organization.

### **2.2.2 Training Requirements Specific to Water Operators**

The drinking water operator certification rule requires water operators to meet the following training conditions:

- 1) Earn 0.6 approved CEUs during the existing annual certification and professional growth training cycle in accordance with IDAPA 58.01.08.558 (1.2 CEUs will be required in each cycle with the change to a 2-year certification and professional growth training cycle in 2004, to be consistent with the wastewater operator certification rules.)). These CEUs must be designated as Water CEUs or "dual" Water/Wastewater CEUs to qualify toward the renewal of a water certificate.
- 2) Complete the training required to satisfy the renewal requirement for one water certificate, irrespective of whether you hold one or more than one water certificate according to Section 558 of the drinking water rules.
- 3) Submit copies of certificates for training CEUs (along with the renewal application and fee) to the Department of Environmental Quality State Office in Boise by March 1, or your operator's certificate will become invalid 60 days after the March 1 deadline.
- 4) Renew water certificates annually, by March 1. The certificate expires 12 months later on February 28(29) according to the Rules for Public Drinking Water Systems, IDAPA 58.01.08.558.



### 2.2.3 Training Requirements Specific to Wastewater Operators

The wastewater operator certification rule requires wastewater operators to meet the following training conditions:

- 1) Earn 1.2 approved CEUs per each 2-year certification and professional growth training cycle according to the Water Quality Standards and Wastewater Treatment Requirements (IDAPA 58.01.02.409). These CEUs must be designated as Wastewater CEUs or Water/Wastewater CEUs to qualify toward the renewal of a wastewater certificate.
- 2) Complete the training required to satisfy the renewal requirement for one wastewater certificate irrespective of whether you hold one or more than one wastewater certificate.
- 3) Submit copies of certificates for training CEUs (along with the renewal application and fee) to the Department of Environmental Quality, State Office in Boise by March 1 of your renewal year, or the operator's certificate will become invalid 60 days following the March 1 deadline.
- 4) Renew wastewater certificates by March 1 of the renewal year. The certificate will expire 24 months later on February 28(29) according to the Water Quality Standards and Wastewater Treatment Requirements (IDAPA 58.01.02.409).

## Section 3: Obtaining Training Class and Instructor Approval

Both training classes and instructors must be pre-approved by the CEU Director before CEUs will be assigned to the class and before the class qualifies as one an operator can take and have count toward renewal of water or wastewater certificates. The process for obtaining these approvals is outlined in this section.

### 3.1 *Necessary Approvals*

One key to hosting a successful training class, workshop, seminar, or conference is knowing what approvals are required and how to obtain them. Note that since **October 1, 2000** training classes have not been approved for CEUs if the request for class approval is submitted during or after a class has been held.

This section details the necessary approvals and the process for obtaining them.

### 3.2 Putting Together Application for Training Approval Packets

The CEU Director will evaluate the course based on the submittal of a complete "Application for Approval of Water or Wastewater Operator Training" (**Application Packet**) by the training provider and decide if it meets certain criteria, including relevancy. If it does, its content will be approved and the number and type of CEUs its students can earn will be assigned. The CEU Director will also evaluate the instructor based on the form submitted by the training provider (Form A) and decide if the instructor meets certain criteria. If so, the instructor will be approved. Only an approved class with assigned CEUs and an approved instructor will count toward the training required for water or wastewater operators to renew their certificates.

Depending on whether the training provider is requesting approval for a single class at a single location or multiple locations, or multiple classes at a single location, the number of forms that have to be included in each Application Packet will vary slightly. The table below specifies what forms and materials to include in the Application Packet with each request. In subsequent sections of this document, the forms for instructor approval (Form A), class approval (Form B), and instructor/class evaluation/critique (Form C) are described in detail.

Forms and Materials Required in an Application Packet		
Single Class, Single Location	Single Class, Multiple Locations	Multiple Classes, Single Location (Conference, etc.)
THE APPLICATION FOR APPROVAL – <b>1 per packet</b>	THE APPLICATION FOR APPROVAL – <b>1 per packet</b>	THE APPLICATION FOR APPROVAL – <b>1 per packet</b>
Form A—REQUEST FOR INSTRUCTOR APPROVAL – <b>1 per packet</b>	Form A—REQUEST FOR INSTRUCTOR APPROVAL – <b>1 per instructor</b> (i.e., only 1 if all locations will be taught by the same instructor; otherwise, 1 for each instructor)	Form A—REQUEST FOR INSTRUCTOR APPROVAL – <b>1 per instructor</b> (i.e., only 1 if all classes will be taught by the same instructor; otherwise, 1 for each instructor)
Form B—REQUEST FOR CLASS APPROVAL – <b>1 per packet</b>	Form B—REQUEST FOR CLASS APPROVAL – <b>1 per packet</b>	Form B—REQUEST FOR CLASS APPROVAL – <b>1 per class</b>
A copy of all materials that will be used to teach the class	A copy of all materials that will be used to teach the class	A copy of all materials that will be used to teach each class, all identified as to which class (es) they will be used for
Form C—REQUEST FOR APPROVAL OF INSTRUCTOR/ CLASS EVALUATION/CRITIQUE FORM – <b>1 per packet</b> , plus actual proposed evaluation form	Form C—REQUEST FOR APPROVAL OF INSTRUCTOR/ CLASS EVALUATION/CRITIQUE FORM – <b>1 per packet</b> , plus actual proposed evaluation form	Form C—REQUEST FOR APPROVAL OF INSTRUCTOR/ CLASS EVALUATION/CRITIQUE FORM – <b>1 per class</b> plus all actual proposed evaluation forms, unless the provider proposes to use the same evaluation form for all classes

The forms identified in the table above are located in the appendix of this document. Use the forms as masters for hard copy submittals of future Application Packets. The forms are also available on the Idaho Certification and Training Web site at [www.idahocertificationtraining.com](http://www.idahocertificationtraining.com).

The purpose and use of each of these forms is as follows:

**APPLICATION FOR TRAINING APPROVAL.** This is the main form, the key to all the other forms. It is filled out by a training provider for every class or set of classes, and all instructors for the classes for which approval is being sought. This form must also be filled out when someone wants approval of an alternative education course (distance learning). More information about alternative education courses and whether they can be approved is available in the DEQ publication *Training and Continuing Education Reference Guide for Idaho Water and Wastewater Operators*. The second page of this form documents the decisions made by the CEU Director. After review and action on class and instructor information by the CEU Director, a copy of this form will be returned to the training provider for each training class request received. The CEU Director will keep the original copy in the CEU files.

**Form A—REQUEST FOR APPROVAL OF INSTRUCTOR.** Submit one Form A for each different instructor for the class(es) listed on the main application form. This/these form(s) will not be returned, it/they will be kept on file by the CEU Director. More information on how to fill in each item on Form A is in Section 4 of this guidelines document.

**Form B—REQUEST FOR APPROVAL OF CLASS.** This is the form to request approval of a class. Submit one Form B for each different class listed on the main application form. This/these form(s) will not be returned; it/they will be kept on file by the CEU Director. More information on how to fill in each item on Form B is in Section 5 of this guidelines document. (Copies of all materials that will be used to teach each class must be included with this/these form(s).)

**Form C—REQUEST FOR APPROVAL OF INSTRUCTOR/CLASS EVALUATION/CRITIQUE FORM.** Use this form to request approval of the critique form that the training provider proposes to give to students to evaluate the instructor and class. Submit one form for each different class listed on the main application form, unless the same form will be used for all classes, or unless there is already a form approved for evaluating this class for the entire calendar year. This form will not be returned; it will be kept on file by the CEU Director. Detailed descriptions of how to fill in each item on Form C is in Section 5.6 of this guideline document.

### **3.2.1 Where to Submit The Application Packet**

Both drinking water and wastewater Application Packets must be submitted to the DEQ Continuing Education Unit (CEU) Director, at:

Rebecca Goehring, CEU Director  
Idaho Department of Environmental Quality  
1410 N. Hilton  
Boise, ID 83706

Each training request for approval packet will be date stamped upon receipt at DEQ.

### **3.2.2 Deadline for Submitting The Application Packet**

The Application for Approval of Water and Wastewater Operator Training **MUST** be submitted a minimum of 30 days prior to the scheduled date of the proposed training class. There is no guarantee that class and instructor approvals will be made any sooner than the 30 days. It is not recommended that a class or classes be scheduled before the end of the 30-day review period by the CEU Director at the risk of not receiving pre-approval of class and instructor. If the class and instructor is not approved and CEUs assigned PRIOR to the class being held, CEUs will not be assigned and the class will not qualify toward meeting the professional growth requirement for certificate renewal. If submitting multiple classes or a calendar quarter or a calendar year of training at one time, please allow a little longer than the minimum 30 day turn around time.

### **3.3 *Obtaining Approval of Multiple Training Classes Offered by One Provider or Taught By One Instructor***

Training providers may submit multiple Application Packets for training class and instructor approval, all at one time, for training classes being offered for up to a year, if the course outline, curriculum, and instructor are known that far in advance. As with the requirements for a single training class and instructor application, a training provider hosting or teaching multiple courses must submit one Application Packet with one set of training class and instructor forms, as identified in Section 3.2, for each class. One training class that will be repeated identically (same outline, curriculum, and time breakdown) may be approved once for up to two successive years of offerings. Significant changes in course curriculum require submittal of the revised training session for approval and assignment of CEUs.

An approved instructor may teach the same training class or the same class with no significant changes for two successive years before being required to get an updated instructor approval. Other than this one situation, instructors teaching successive years must submit new Request for Instructor Approval Forms at the beginning of each training year to obtain current instructor approval for any new classes. (The standard training year is March 1 through February 28(29)). For class or instructor requests for approvals received at other times of the year, the two-year approval will start on the date the class and/or instructor approval is given by the CEU Director.

## Section 4: Instructor Approval Guidelines

The instructor or instructors for any training class are critical to the learning process, which is why approved classes must have qualified instructors. Instructor qualifications are based on knowledge, skill, abilities, and experience appropriate to the water or wastewater subject matter specialty.

### 4.1 *Obtaining Instructor Approvals*

The instructor's qualifications **MUST** be documented through completing and submitting Form A—Request For Approval of Instructor as part of the Application Packet. Some of the items on the form are discussed below.

**NOTE:** Resumes or biographies will **NOT** be accepted in place of a completed Request For Approval of Instructor form, which provides information about the Instructor as it relates to the class he or she proposes to teach. The CEU Director will not evaluate an instructor approval request, and will return the entire Application Packet to the applicant if a resume, a partially completed Request For Approval of Instructor form, a handwritten form, or a personal biography is submitted in lieu of a fully completed Request For Approval of Instructor form (Form A).

#### 4.1.1 **Supplemental Credentials**

In addition to the instructor qualifications on the first page of the Request For Approval of Instructor Form, some instructors may have other credentials attesting to their teaching experience that should also be filled in on the second page of the form. Supplemental Credentials is optional, not mandatory information, and may be submitted according to the instructor's wishes. Other qualifications may include, but are not limited to, one or more of the following:

- ◆ Completing instructor development courses previously recognized by the Idaho CEU Director or previously given joint approval by the CEU Director and DEQ Operator Training Coordinator if appropriate for the subject matter area applied for;
- ◆ Having experience as a professional trainer in related or non-related training subject matter areas;
- ◆ Being a current National Environmental Training Association Certified Environmental Trainer (CET) in water or wastewater;
- ◆ Being a current International Association of Continuing Education and Training (IACET) Authorized Provider in water or wastewater;
- ◆ Having experience in course preparation following prescribed, accepted teaching methods;
- ◆ Being an Idaho Recognized Instructor for Backflow Assembly Tester Training.

#### 4.1.2 Acceptable Instructional Strategy and Approach

On the third page of Form A—Request For Approval of Instructor, the instructor will describe the instructional strategy he or she intends to use for each class taught. This is mandatory, not optional, information that needs to be provided by the instructor. The instructor needs to consider a number of criteria to tailor the instructional strategy for each class or subject matter being taught. Instruction strategy and approach criteria to consider include, but are not limited to, the following:

- ◆ Adaptability of each class with respect to target audience needs, changing information, troubleshooting specific questions or problems;
- ◆ Determination of whether training method will be lecture, hands-on, demonstration or some combination of these.
- ◆ Using factual elements of subject matter as basis for the class. Accuracy of information presented is a key issue; attendees should be able to gain enough understanding to make appropriate application of the subject matter after completion of the training class.
- ◆ Clear identification between subject matter and instructor opinion (if applicable). While every subject matter is to be presented factually, some topics involve showing a variety of methods or approaches. Sometimes, a particular method or approach has been adopted or is the preferred method selected by the authorizing entity or governing body. If providing instruction on a topic for which there are different methods, be prepared to provide instruction on the accepted or adopted method. While it is entirely appropriate for an instructor to express preferences or biases based on personal knowledge or experience, it is important that the student have a clear understanding between what is subject matter fact and what is instructor preference or opinion;
- ◆ Determination of whether class assignments will be used and if so, what type of assignments are expected. For example, individual hand-in assignments, small group projects, or open or closed book examinations. If no examinations will be required, the instructor should state that fact at the beginning of the class.

#### 4.2 Requesting Approval of Instructor(s)

Each training provider must submit a separate Request For Approval of Instructor (Form A) to the CEU Director for each instructor. Pre-approval of every instructor prior to the class being offered has been required since **October 1, 2000**. An instructor may be approved to teach the same training session or a comparable training session for up to two years before being required to get an updated instructor approval.

The education, experience and credential information submitted on Request For Approval of Instructor (Form A) should be specific for the class or subject matter proposed. Not all work experience, educational or qualifications will be pertinent to every subject matter taught, except in rare cases. Therefore, the subject matter determines the information

most appropriate to include on the Request For Approval of Instructor Form and directs any other education, experience and credentials to be submitted as supplemental information.

All Request For Approval of Instructor forms (Form A) must be typed or computer scanned/generated. Hand written forms will not be accepted. Each form must be filled out completely and delivered to the CEU Director as specified in Section 3.2.1 of this document. The Request For Approval of Instructor forms must be included as part of every Application Packet submittal, unless a separate form is specifically requested by the CEU Director.

#### **4.3 *For Instructors Teaching Multiple Courses***

For instructors teaching multiple classes, the training provider or instructor must submit one Request For Approval of Instructor form (Form A) for each different class. One Form is required for each class, whether taught one time or multiple times. An instructor may be approved to teach the same training class for up to two consecutive years before being required to get an updated instructor approval for a specific class.

If multiple training classes are proposed on similar or closely related topics for which the same instructor qualification information is pertinent, then a single Request For Approval of Instructor Form (Form A) may be submitted for that group of training classes. For example, certification review for very small systems and small system operation and maintenance could be considered similar topics. However, cross connection control and mathematics would not be considered similar topics and would require two separate Request For Approval of Instructor Forms.

Instructors teaching successive years must submit new Instructor Forms at the beginning of each training year to be current on instructor approval for any new classes. The exception to this are those training classes whereby the same training class or a comparable training class may be taught for up to two years before an updated instructor approval is required.

## **Section 5: Class Approval Guidelines**

### **5.1 *Professional Growth Training Classes Approval Process***

Prior to being held, each training class must have pre-approval for each item listed below in order for the CEUs to count toward renewal of water or wastewater certificates:

- 1) The number and type of CEUs offered, and
- 2) The relevancy of the subject matter content with respect to operating a public water system or a public wastewater system, and

- 3) A method to validate issuance of CEUs; and
- 4) An evaluation method for students to evaluate/critique the class and instructor.

Since **October 1, 2000** training classes have not been approved for CEUs if the request for class approval is submitted during or after the class has been held. To request approval, one fully completed Application Packet including a Request for Approval of Class (Form B) MUST be submitted a minimum of 30 days prior to the class being held for each class.

To obtain approval, the Application Packet for every class, workshop and conference must be submitted to the CEU Director who conducts a standard CEU Review and Approval Process, using the International Association of Continuing Education and Training (IACET) Guidelines to determine the applicability of a training session for assignment of number and type of CEUs.

## **5.2 *Determining the Number and Type of CEUs For A Training Class***

The number of CEUs assigned to a class is determined by verifying the contact time, which is the time spent in actual training not including introductions, membership meetings, etc. Proposed contact time must be included on the Request for Approval of Class (Form B). The means used to verify contact time is based on the IACET Criteria and Guidelines.

As discussed in Section 2.1.1, CEUs may be assigned in one of three different categories: water, wastewater, or water/wastewater (dual). Eventually, all training advertisement should show the type and number of CEUs offered for every training course offered. If the training advertisement does not include the type or number of approved CEUs assigned to a specific training class, expect to receive inquiring telephone calls or emails from prospective students trying to determine the approval status of your class.

## **5.3 *Criteria for Subject Matter Approval***

Subject matter content must be relevant to operating a water or wastewater treatment or transport system to be approved. Since relevancy is the main criteria used to determine whether the subject matter content is approvable, it is important to understand what relevancy means with respect to operator training. Section 5.3.1 further describes and defines relevant training. The review of subject matter content includes a relevancy determination to measure a proposed training class against standard relevancy criteria.

### **5.3.1 *Definition of Relevant Training***

Relevant training is instruction or education that is pertinent to or consistent with what an operator needs to understand to successfully perform a job in the water or wastewater field. Since the purpose for adequate transport and treatment of water and wastewater is



based on the need to protect human health and the environment, relevant training must include instruction that familiarizes an operator with public health issues and source water protection issues. Finally, relevant training is identifiable as only that information an operator “needs to know” which does not include information superfluous to the water or wastewater aspect of the job. For example, a class on Sexual Harassment Issues in the Workplace would be superfluous to what an individual needs to understand to knowledgeably perform or operate his/her duties as an operator of a water or wastewater transportation or treatment system.

### **5.3.2 ABC "Needs to Know Criteria"**

The criteria to determine if the subject matter offered in a training class is relevant and approvable is based on the Associated Boards of Certification (ABC) “Needs to Know Criteria”. There are separate ABC "Needs to Know Criteria" for water treatment, water distribution, wastewater treatment, wastewater collection, wastewater laboratory analyst, and lagoon operator. Copies of the ABC "Needs to Know Criteria" must be purchased directly from ABC. This information is copyrighted and may not be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopy, recording or any information storage and retrieval system without written permission from the publisher. The Association of Boards of Certification can be reached by telephone at 515-232-3623, fax 515-232-3778 or by email at [abc@abccert.org](mailto:abc@abccert.org). While the full complement of subjects eligible for relevancy are found in the different ABC "Needs to Know Criteria," in general, some core topics that will always be eligible include the following subject matter:

- ◆ Operation and maintenance of water/wastewater treatment systems and associated equipment
- ◆ Operation and maintenance of water/wastewater transport systems (distribution and collection) and associated equipment
- ◆ Electrical systems
- ◆ Hydraulics
- ◆ Chemical treatment
- ◆ Sampling/testing requirements—biological, chemical and radionuclide
- ◆ Disinfection
- ◆ Water/wastewater public health issues;
- ◆ Mathematics
- ◆ Drinking water source water protection.

The ABC "Needs to Know Criteria" addresses relevancy of information, but it doesn't address whether frequency of taking a class should or should not be an issue, how many times the same class can be taken for credit, whether a class should or could qualify for water/wastewater dual CEUs, whether all information should be viewed as equal when assigning CEUs, etc. These related issues are important, but do not directly affect a training provider since it is the operator's responsibility and not a training provider's responsibility to monitor the number of times an operator attends a specific class. This operator issue, along with other operator-oriented information is discussed in another

DEQ publication for operators entitled, *"Training and Continuing Education Reference Guide for Idaho Water and Wastewater Operators."*

#### **5.4 Validation of Number of CEUs Issued**

The training provider or instructor shall use a standard means of verifying the involvement of each student is evaluated at the conclusion of each training session and upon the basis of which CEUs are issued. Some examples include attendance, passing an exam, filling out the class/instructor evaluation/critique form, or completing an individual or group assignment. If no validation method is selected by the training provider, CEUs will be issued using attendance as the method. Using attendance as the method means full or partial CEU credit is based on actual contact time so that class participants missing sections of a training class are only eligible for CEUs for actual time spent in the classroom.

Each training provider is responsible for issuing CEU certificates showing the name of the training session, the name of the attendee, the date and location of the training class, the number of CEUs earned, the type of CEUs earned, and signatures of the training provider representative and the instructor and any other pertinent information as determined by each training provider.

#### **5.5 Applicable Training Materials**

The instructor must describe or provide a copy of the training materials or curriculum to be used for each class taught. The materials must be appropriate for both the course topic(s) and target audience. One presentation cannot fit all operators and particularly not if entry level, intermediate, and advanced level operators are being taught in one class setting. The training material must be accurate and up-to-date, come from credible sources and, if it references other materials or authors, the referenced materials must be accessible and available to the student.

#### **5.6 Participant Evaluations/Critiques of Class/Instructor**

##### **5.6.1 Obtaining Approval of Class/Instructor Evaluation/Critique Forms**

Every approved class must include some form of training class/instructor evaluation/critique. Quality control is equally important for the students, instructor(s), and training provider(s) to determine the value added from the class. Every training provider must provide students attending a training class the opportunity to fill out an instructor/class evaluation/critique form.

It is the option of the training provider to develop and submit his or her own instructor/class evaluation/critique form as part of the Application Packet for review and approval by the CEU Director prior to use. Each training provider may add other evaluation aspects beyond DEQ requirements to the form if desired for their own purposes.

### **5.6.2 Distribution of Approved Evaluation Form**

Each training provider or instructor must distribute a **pre-approved** instructor/class evaluation/critique form to each participant at the end of the training class to obtain students' responses to effectiveness of the training style (demonstration, classroom, etc.) with respect to the topic presented, course content, the instructor's knowledge of the subject matter, the instructor's delivery of the subject matter, and the learning outcomes achieved by the participant.

Copies of completed evaluation/critique forms from each class held must be sent to Nancy Bowser, DEQ Operator Training Coordinator (see page 2 for address), by the 15<sup>th</sup> of July from the first six months of the calendar year, and by the 15<sup>th</sup> of January for the second six months of the calendar year. The CEU Director and/or DEQ Operator Training Coordinator will also randomly sit in on classes to evaluate presenters and course content as part of the ongoing QA/QC process.

### **5.7 *Miscellaneous Subject Matter Content Issues***

There are three other issues to consider when deciding what subject matter to teach and how to present the selected subject matter. First, preparation classes for one, two or all levels of certification exams is important to both entry level operators and veteran operators upgrading their certification class. While neither the drinking water nor wastewater operator certification rules require training to be completed by an operator as a condition to qualify to take any certification exam, most operators say they receive a positive value from taking the broad range of subject matters offered in the exam preparatory classes.

Second, training providers are also encouraged to consider progressive levels of training for the different types and classes of operator certifications. Because operators' length of service ranges from entry level to decades spent at the same certification class, similarly classified individuals can have very different training needs.

There is a one-time training explicitly required for grandparent operators. This special training is required by both the drinking water and the wastewater operator certification rules. The rules state that grandparent operators must take a one-time broad-based comprehensive training class that is the equivalent of the information covered by the qualifying certification exam for the certificate held.

## **Section 6: Other Training Provider Issues**

### **6.1 *Providing Training to Operators Out-of-State***

A training provider may want to offer training classes to operators in another state. The following steps should be followed to assure all operators in attendance receive proper CEU credit in their home state.

1. If the class is physically held in-state (Idaho), but is offered to operators in other states, submit the standard Application Packet to the Idaho CEU Director as described in Chapter 3. In addition to using the standard approval process, distribute promotional materials to the additional desired locations. Sponsoring this type of training may necessitate travel and/or lodging for attendees, so travel accommodations with pertinent prices should be considered and included as part of the registration materials.
2. If the class is being held physically at locations both in-state and out-of state, then a separate request for approval packet must be submitted to the CEU Director in each state the class is being held in. The only exception to this process would be if Idaho had a reciprocity agreement for training approvals with another state. At this time, Idaho has no such reciprocity agreements.  
Once the training class and instructor have been approved by all appropriate CEU Directors, then proceed according to Section 6.1, Item 1.
3. If the training class is only being held out-of-state, then contact the CEU Director for the state the training is going to be held in and find out that state's submittal requirements.

### **6.2 *Training Provider Requirements for Alternative Education***

Any alternative education class offered by a training provider must be approved in accordance with the same Application Packet submittal process as a traditional style training class. Approvals must be obtained prior to the training class being offered for distribution to certified operators in the state of Idaho.

# **APPENDIX**

**THE APPLICATION FOR APPROVAL OF WATER AND WASTEWATER OPERATOR TRAINING includes:**

**The Application's Main Page and**

**Form A—REQUEST FOR APPROVAL OF INSTRUCTOR**

**Form B—REQUEST FOR APPROVAL OF CLASS**

**Form C—REQUEST FOR APPROVAL OF INSTRUCTOR/CLASS  
EVALUATION/CRITIQUE FORM**



# APPLICATION FOR APPROVAL OF WATER OR WASTEWATER OPERATOR TRAINING

**INSTRUCTIONS:** The Application Form and Forms A and B and C plus Applicable Training Materials **MUST BE** typed or computer generated and filled out completely. **INCOMPLETE OR HANDWRITTEN FORMS WILL BE REJECTED.**

Submit the completed original of this Application Form including Forms A and B and C plus Applicable Training Materials to the Department of Environmental Quality, Attention: Rebecca Goehring, CEU Director, 1410 N. Hilton, Boise, Idaho 83706 at least 30 days before the class is scheduled to be held. Keep a copy of the completed forms for your files. Direct any questions to the CEU Director at 1-208-373-0281, FAX 208-373-0143 or by emailing [rgoehrin@deq.state.id.us](mailto:rgoehrin@deq.state.id.us). A hard copy of this form is required to be mailed to the above address if the original forms are emailed or FAXED.

**A SEPARATE TRAINING CLASS EVALUATION FORM MUST BE SUBMITTED FOR EACH DIFFERENT CLASS.**

**A SEPARATE INSTRUCTOR QUALIFICATION FORM MUST BE SUBMITTED FOR EACH DIFFERENT CLASS BEING TAUGHT BY THE SAME INDIVIDUAL.**

## TRAINING PROVIDER INFORMATION:

Company \_\_\_\_\_

Contact Person Name/Title \_\_\_\_\_

Mailing Address \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Ext. \_\_\_\_\_ FAX (\_\_\_\_) \_\_\_\_\_ Email \_\_\_\_\_

## TRAINING CLASS INFORMATION:

Proposed Training is:      ☐ Single class/one location  
                                     ☐ Single class/many locations  
                                     ☐ Many classes/one location (conference, etc.)—Note: submit one class approval request per class

Training Class or Conference Title(If conference, attach page with names of all conference classes):  
\_\_\_\_\_

Proposed Location or Locations: \_\_\_\_\_

Proposed Date or Dates of Training Class or Conference: \_\_\_\_\_

**TRAINING CLASS APPLICABILITY:** Check all categories for which training class(es) is (are) applicable:

- |  |   |
|--|---|
| <input type="checkbox"/> All Certified Operators               | <input type="checkbox"/> Regulators, Engineers & Other Interested Parties |
| <input type="checkbox"/> Grandparent Water Operators           | <input type="checkbox"/> Water Distribution Operators                     |
| <input type="checkbox"/> Water Treatment Operators             | <input type="checkbox"/> Wastewater Collection Operators                  |
| <input type="checkbox"/> Wastewater Treatment Operators        | <input type="checkbox"/> Wastewater Lagoon Operators                      |
| <input type="checkbox"/> Wastewater Land Application Operators | <input type="checkbox"/> Wastewater Laboratory Analyst                    |
| <input type="checkbox"/> Administrator or Manager              | <input type="checkbox"/> System Owner                                     |

## TRAINING PROVIDER VERIFICATION:

I verify that the information contained in the Application and Forms A, B and C is accurate and complete. I understand if changes occur with the training class, agenda, or instructor that it is my responsibility to provide updated information to the CEU Director to reverify class/instructor approvals and assignment of type and number of CEUs BEFORE the class is held.

\_\_\_\_\_  
Official Training Provider Representative Signature & Title

\_\_\_\_\_  
Date

**This page documents the decision(s) of the CEU Director. This form will be returned to you for each class/instructor that you request approval for.**

<p style="text-align: center;"><b>DO NOT WRITE BELOW THIS LINE</b> <b>For the use of the CEU Director</b></p>
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**Training Class Evaluation:**

**Date Evaluated:** \_\_\_\_\_

**Evaluated by:** \_\_\_\_\_

**Approved:**    Yes (    )        No (    )

**Instructor Evaluation:**

**Date Evaluated:** \_\_\_\_\_

**Evaluated by:** \_\_\_\_\_

**Approved:**    Yes (    )        No (    )

**Number of CEUs Approved:** \_\_\_\_\_

**Type of CEUs Approved:** \_\_\_\_\_

**CEU Director:** \_\_\_\_\_

**Date:** \_\_\_\_\_



# Form A—REQUEST FOR APPROVAL OF INSTRUCTOR FOR WATER OR WASTEWATER OPERATOR TRAINING

**A SEPARATE INSTRUCTOR APPROVAL REQUEST FORM MUST BE SUBMITTED FOR EACH  
DIFFERENT CLASS BEING TAUGHT BY THE SAME INDIVIDUAL.**

**INCOMPLETE OR HANDWRITTEN FORMS WILL BE REJECTED.  
A resume will NOT be accepted in place of completing this form (Form A).**

( ) I request instructor approval to teach a one time class.

( ) I request instructor approval to teach a single class multiple times during Calendar  
Year\_\_\_\_\_.

Title of Class:

\_\_\_\_\_

\* \* \* \*

Instructor Name: \_\_\_\_\_

Date: \_\_\_\_\_

Employer: \_\_\_\_\_

Mailing Address:

\_\_\_\_\_

Phone: ( ) \_\_\_\_\_ Ext. \_\_\_\_\_ FAX: ( \_\_\_\_\_ Email: \_\_\_\_\_  
\_\_\_\_\_

**Attach additional pages if needed for information categories below:**

**Educational Background:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Instructor Qualifications or Credentials Directly Related to Training Class Subject Matter such as  
Licenses, Certifications:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**Related Work Experience:**

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**Previous Classes Taught On Related Subject Matter:**

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**Instructor Signature**

## SUPPLEMENTAL CREDENTIALS

**Please provide any other pertinent credentials not listed above. These credentials should not be directly related to the class you are requesting approval for, they should be supplemental to the education, experience or certifications listed above for that particular class, but they must be related to water or wastewater systems or the water or wastewater fields (i.e. Idaho Recognized Instructor for Backflow Assembly Tester Training).**

**List each supplemental credential, certificate or license and describe the related water or wastewater knowledge, skill or experience associated with the credential. Attach a copy of any certificate, license, or credential to this form. (Add additional page(s) if needed.)**

[illegible]

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**Instructor Signature**

**Date**

## INSTRUCTOR STRATEGY AND APPROACH

Describe the instructional strategy for the requested training class in accordance with the criteria outlined in Section 4.1.2 of these Training Provider's Guidelines.

[illegible]

**DO NOT WRITE BELOW THIS LINE**  
**For the use of the CEU Director**

**Date Evaluated:** \_\_\_\_\_  
\_\_\_\_\_

**Evaluated by:**

**Approved:**    Yes (    )        No (    )

**CEU Director:** \_\_\_\_\_



# Form B—REQUEST FOR APPROVAL OF CLASS FOR WATER OR WASTEWATER OPERATOR TRAINING

**A SEPARATE CLASS APPROVAL REQUEST MUST BE SUBMITTED FOR EACH DIFFERENT CLASS.**

**INCOMPLETE OR HANDWRITTEN FORMS WILL BE REJECTED**

## Training Class Logistics:

Date(s) to be held: \_\_\_\_\_ Day of Week: \_\_\_\_\_  
Time: \_\_\_\_\_

Training Class Title:

\_\_\_\_\_

Training Class Instructor/Instructors:

\_\_\_\_\_

Training Class Style:      Lab (    )                      Lecture (    )                      Hands-on (    )  
Demonstration (    )                      Combination (    ) If combining styles, show percent of time in each  
area.

## Training Class Content (Use additional pages if needed):

Training Class Synopsis or Outline (Provide hour-by-hour agenda):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Describe Subject Matter Relevancy:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

List Training Class Objectives and Learning Outcomes for Students:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Instructional Aids such as videos, overheads, etc.:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Verification of CEUs Earned by Students:

What method is used to determine if a student has earned all or part of the CEUs offered for a class:

Attendance ( ) Mandatory Instructor/Class Evaluation Form ( ) Class Assignment ( ) Exam ( )

Other ( ) If other, please explain:

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Person(s) authorized to monitor/verify if students have successfully completed the training class in accordance to the method designated above.

Instructor ( ) Training Provider ( ) Other ( ) If other, specify

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**Applicable Training Materials:**

Provide a copy of all applicable training manuals, workbooks, tests, course outline, videos, instructor notes, handouts, etc. If using published copyrighted information of another author, provide reference for author, publisher, and date of copyrighted materials.

**DO NOT WRITE BELOW THIS LINE**  
**For the use of the CEU Director**

Date Evaluated: \_\_\_\_\_  
\_\_\_\_\_

Evaluated by:

Approved:    Yes (    )        No (    )        Approved for Total Contact Hours:  
\_\_\_\_\_

Total CEU Points: \_\_\_\_\_        Approved for Type of CEU:    W    WW    W/WW

CEU Director: \_\_\_\_\_





## **Form C—REQUEST FOR APPROVAL OF INSTRUCTOR/CLASS EVALUATION/CRITIQUE FORM FOR WATER/WASTEWATER OPERATOR TRAINING**

Attach a copy of the Instructor/Class Evaluation/Critique form you wish to have approved for use by class participants to critique the instructor and class.

- 1) Is the attached Instructor/ Class Evaluation Form unique to a particular training class or subject matter? Yes ( ) No ( )  
If yes, explain.

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- 2) Is the attached Instructor/ Class Evaluation form a standard form you wish to have approved for all classes offered by your training organization during Calendar Year \_\_\_\_\_?  
Yes ( ) No ( )

- 3) Has a standard evaluation/critique form already been approved for use by your training organization for the calendar year in process? Yes ( ) No ( )  
If you answered yes, no additional copy of the same standard Instructor/ Class Evaluation/Critique Form is required to be submitted during the calendar year identified above.

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Training Provider Signature/Title